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AUG 01 2002

Technology Center 2100

Serial No. 10/099,819

Filed: March 15, 2002

Group Art Unit: 2184

Attorney Case No. EMPIR-043PUS

REMARKS

Applicant respectfully requests entry of this Preliminary Amendment prior to examination of the application.

The specification is amended to reflect that originally filed FIGS. 4, 5, 6, and 7 are now split into corresponding FIGS. 4-4C, 5-5C, 6-6C, and 7-7C in the corresponding formal drawings. A copy of the submission of formal drawings to the chief draftsman showing the split drawings is included herewith.

In accordance with 37 C.F.R. §1.121(c), a clean version of the paragraphs to be replaced in the specification is provided hereinabove and a marked-up version of the paragraphs in the specification being changed by the current second preliminary amendment is attached hereto.

Accordingly, examination and consideration are requested in view of the above amendment and remarks.

If there are any questions regarding this submission, please feel free to contact the undersigned.

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The Assistant Commissioner is hereby authorized to charge payment of any additional fees associated with this communication or credit any overpayment to Deposit Account No. 500845.

Respectfully submitted,

Date

July 24, 2002

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Attachment: 2 sheets - specification paragraphs with markings showing changes made,
copy of Letter to Chief Draftsman, including formal drawings

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VERSION OF SPECIFICATION PARAGRAPHS WITH MARKINGS SHOWING
CHANGES MADE

Changes to the section beginning at page 6, line 10 and ending at page 7, line 6.

BRIEF DESCRIPTION OF THE DRAWINGS

The foregoing features of the invention, as well as the invention itself may be more fully understood from the following detailed description of the drawings, in which:

FIG. 1 is a block diagram of a prior art contact center having conventional virtual test systems coupled thereto;

FIG. 2 is a chart showing illustrative time latencies between a variety of transactions of a contact center;

FIG. 3 is a block diagram of the contact center having both conventional virtual test systems and a multimedia synchronization system coupled thereto;

FIG. 4 is comprised of FIGS. 4A-4C, which taken together are is a flow chart showing an illustrative example of a synchronous transaction between two test clients and a multimedia synchronization server (MSS);

FIG. 5 is comprised of FIGS. 5A-5C, which taken together are is a flow chart showing an illustrative example of an asynchronous transaction between the two test clients and the MSS;

FIG. 6 is comprised of FIGS. 6A-6C, which taken together are is a flow chart showing an illustrative example of another synchronous transaction between the two test clients and the MSS;

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FIG. 7 is comprised of FIGS. 7A-7C, which taken together are is a flow chart showing an illustrative example of another asynchronous transaction between the two test clients and the MSS; and

FIG. 8 is graph showing illustrative time latency data that can be obtained in accordance with the present invention.